

**Complaint statistics as of 8/31/09 for calendar years 2007, 2008, and 2009:**

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2008</u>	<u>2009</u>
Complaints received by Board	243	225	163		
Complaints heard by Board*				852	471
<b><u>OF THOSE COMPLAINTS:</u></b>					
Complaints dismissed	91	69	35	77	47
Complaints referred to investigation	94	69	27	76	35
Complaints resolved with nondisciplinary letter of concern	16	18	4	16	8
Complaints resolved with nondisciplinary letter of remedial action	19	31	2	28	12
Complaints resolved with disciplinary letter of due diligence	13	15	13	13	21
Complaints resolved with probation	69	27	9	66	36
Complaints referred to informal hearing	83	45	9	55	43
Complaints referred to formal hearing	56	26	6	53	40
Complaints resolved with suspension	17	17	1	31	25
Complaints resolved with surrender	5	5	1	6	4
Complaints resolved with revocation	8	0	1	2	10
Complaints resolved with cease and desist letters	6	1	2	4	3
<b><u>Violation Levels:</u></b>					
I	21	21	5	20	9
II	31	43	14	40	31
III	71	22	9	55	30
IV	10	7	0	5	8
V	17	20	1	27	30

**Additional Information:**

	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Jurisdiction Expired & Complaints Closed	20	12	11	22
Denials of New Applications	7	7	5	1
Denials of Renewal Applications	4	1	0	1

\*Complaints may appear on a Board agenda and be heard in more than one month in a calendar year.